



ARIZONA STATE
REHABILITATION COUNCIL

2023
ANNUAL REPORT

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Mission and Responsibilities of the Governor's State Rehabilitation Council

The Governor's State Rehabilitation Council mission also encompasses the Council's vision, operating principles, and goals:

Mission

Serving all citizens of Arizona, the mission of the Arizona Governor's State Rehabilitation Council is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

Vision

The Arizona Governor's State Rehabilitation Council envisions a statewide workforce that values disability and diversity and is committed to full participation of its citizens.

Operating Principles

- Serve as an ally to the public vocational rehabilitation program in structuring and conducting business in ways that reflect the social, political, historical, and economical experiences of individuals with disabilities.
- Collaborate with state and other non-government agencies to promote meaningful and sustainable employment for everyone.
- Foster a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, sexual orientation, and religion as an integral part of human experience.
- Promote disability discourse, awareness and involvement, honor disability culture and pride.

Goals

- Advise the Vocational Rehabilitation Program in the development, implementation, evaluation and review of innovative rehabilitation services and programs.
- Support the development of public policy that improves opportunities for full participation for all citizens in the economic life of Arizona.
- Engage business and industry statewide in the creation of inclusive environments guided by the principles of universal design.
- Increase access and employment opportunities for people with disabilities through collaboration with outside agencies, councils, and community partners.
- Strengthen the VR Program through collaboration on the development of human resource infrastructure.

The Governor's State Rehabilitation Council functions, as defined in the Title I, Part A, Section 105 of the Federal Rehabilitation Act, are as follows:

Review, analyze and advise the Arizona Rehabilitation Services Administration (RSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent and scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

Partner with RSA to develop, review and agree to State goals and priorities in accordance with the VR State Plan. The Council and RSA evaluate the effectiveness of the VR program and submit reports of progress to the RSA Commissioner.

Advise the RSA on activities authorized to be carried out under the Vocational Rehabilitation State Plan. Assist in the preparation of the VR State Plan, and Amendments to the plan, applications, reports, Needs Assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

Coordinate activities with other disability related Councils with the State of Arizona.
Establish working relationships between RSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

Perform other functions consistent with VR services deemed appropriate by the Council.

Dear Constituents,

The mission of the State Rehabilitation Council (SRC), in partnership with the Arizona Rehabilitation Services Administration (RSA) and in collaboration with disability groups, is to ensure quality vocational rehabilitation services for eligible individuals as they make informed choices to achieve employment. This mission is accomplished by reviewing programs, analyzing service delivery processes, and advising on policies and procedures.

As the 2023 elected Chair of the Arizona State Rehabilitation Council (SRC), I am honored to present this year's Annual Report. Due to a significant reduction in active SRC membership, council members prioritized the recruitment and retention of representatives from community stakeholder groups, various disability populations, and business, industry, and labor sectors across Arizona. The capacity to continue and advance several SRC subcommittee activities has been limited due to staff vacancies and barriers in the appointment process for potential new members. Efforts were established to identify gaps in the appointment process, with continued advocacy for a more efficient and timely process to be implemented with the Arizona Governor's Office of Boards and Commissions. Historically, potential members waited more than 12 months for application processing and appointment by Boards and Commissions. Despite efforts to coordinate with Boards and Commissions, and advocate on the part of the SRC with assistance from the Vocational Rehabilitation liaison, barriers in this process remain to be addressed.

To continue recruitment efforts, council members established a current, public-facing flier to market SRC membership during community events, RSA stakeholder activities, and individualized and targeted outreach. Several potential new members await application review and appointment this year, with approximately four new members representing chronically vacant business sector positions. Vacancies also remain for representatives of various disability populations, employment-related state/county agencies, and additional seats within the business, industry, and labor sectors.

This past year, council members continued to support RSA leadership in identifying critical need areas related to building agency-wide capacity for timely and effective service delivery. The SRC evaluated and provided recommendations for specific programmatic outcomes associated with RSA Fair Hearing processes and decisions, the provision of services like Pre-Employment Transition Services, and prioritized navigation of agency policies and procedures.

The Council remains dedicated to providing collaborative effectiveness as RSA works to provide quality services to vocational rehabilitation clients, despite the challenges and barriers experienced with SRC membership and new appointments. Work in preserving high member engagement will continue for 2023. All council members are eager and prepared to onboard new members upon appointment and enhance activities that support the efforts of RSA staff and leadership in the new year.



Council Committees

Employment and Community Partnerships Committee

The goal of the **Employment and Community Partnerships Committee** is to focus on the competitive integrated employment of individuals with disabilities and the Arizona Rehabilitation Services Administration/Vocational Rehabilitation Program (AZRSA/VR). This committee advises RSA on the marketing of the VR program and develops collaborative relationships with the community, advocacy groups, employers, and other councils as related to employment activities and initiatives. Due to limited council member capacity, efforts within the subcommittee were halted. Activities will resume upon the appointment of additional SRC members.

Executive Committee

The goal of the **Executive Committee** is to provide leadership to the SRC in furthering its mission, vision, and goals. It is composed of all SRC Committee Chairs. This committee monitors the AZRSA achievement related to the Federal Performance Measures, provides feedback and input into Corrective Action Plans, advises AZRSA on strategic plans and initiatives, and focuses on diversity efforts within AZRSA and SRC. This committee will follow up on any membership and/or recruitment efforts on behalf of the council.

Program Review Committee

The goal of the **Program Review Committee** is to focus on the following issues as they relate to the competitive integrated employment of individuals with disabilities and the Rehabilitation Services Administration/Vocational Rehabilitation Program (RSA/VR): Youth and Transition services, the VR section of the Arizona State Workforce Development Plan, Client Satisfaction Survey data, the RSA Comprehensive System of Personnel Development, and RSA employee satisfaction.

2023 Governor's State Rehabilitation Council (SRC) Membership

Lisa Livesay, Chair
ADE Representative, Special Education
Term: 2021-2023

Ceci Hartke, Vice Chair
Parent Training and Information Center Representative
Term: 2021-2024

Adam Robson, Sargent at Arms
Specific Disability Representative
Term: 2021-2024

David Carey
Statewide Independent Living Council Representative
Term: 2022-2023

Paula Seanez
121 Project Director's Representative
Term: 2022-2025

Diana Meza
Specific Disability Groups Representative
Term: 2021-2023

Melissa Wojtak
Business Industry/Labor Representative
Term: 2023-2025

Kristen Mackey
VR State Agency, Ex-Officio
Term: No limit

Arizona Vocational Rehabilitation Program Basics

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR Program provides a variety of specialized services to individuals who have physical, mental, and emotional impairments that create barriers to employment.

Eligibility for the VR program is determined by the following: an individual wants to become or remain economically independent through work; an individual's disability is serious enough to make it hard to get or keep a job; available services can help the individual get or keep a job; the VR Program is the only or best place to provide the individual with the help he or she may need to obtain employment.

The number of Arizonans employed because of VR Services:

FFY 2023 – 1,324

FFY 2022 – 1,611

FFY 2021 – 3,459

The total individuals receiving VR Services by Disability:

3,354 with an Auditory and Communicative impairment for 9%

13,603 with an Intellectual and Learning disability for 36%

3,999 with a Physical impairment for 11%

14,779 with a Psychosocial impairment for 39%

1,834 with a Visual impairment for 5%

Grand total – 37,569

Client Satisfaction Survey Results FFY2023

In SFY2013, the RSA Client Satisfaction Survey was revised incorporating input from the SRC to survey clients throughout the vocational rehabilitation process. The same survey instrument was used throughout SFY2019. As part of a larger initiative to evaluate and improve customer service within the VR program, the VR Client Satisfaction survey has undergone revision and a new method of collecting and sharing survey results began on April 1, 2020. Revised survey questions are attached, and highlights of the new methodology are as follows:

- Surveys are distributed via Survey Monkey during the first week of every quarter (survey is sent via email during week 1 of the quarter and will remain open for completion throughout the quarter).
- Surveys will be sent to a randomized sample of individuals with email addresses on file with VR every quarter as follows:
 - Clients who, as of the first day of the quarter, have active VR cases in IPE development through job placement (status 10, 13, 20, and 22); and
 - Clients who, within 2 weeks prior to the start of the quarter, had their VR case closed with and without employment (status 26 and 28).
 - Survey respondents can now provide their name and contact information at the bottom of each survey if they would like to share additional information about their VR experience.

1. I was treated with courtesy and respect by staff in the VR office:

64% of individuals responded with Strongly Agree
29% of individuals responded with Agree
6% of individuals responded with Disagree
1% of individuals responded with Strongly Disagree
192 individuals responded to this question

2. I am satisfied with the amount of contact I had with my VR counselor:

50% of individuals responded with Strongly Agree
28% of individuals responded with Agree
13% of individuals responded with Disagree
9% of individuals responded with Strongly Disagree
190 individuals responded to this question, 2 individuals skipped this question

3. My counselor provided me with assistance relevant to my situation:

54% of individuals responded with Strongly Agree
27% of individuals responded with Agree
12% of individuals responded with Disagree
7% of individuals responded with Strongly Disagree
191 individuals responded to this question, 1 individual skipped this question

4. I participated in the development of my Individualized Plan for Employment:

53% of individuals responded with Strongly Agree
34% of individuals responded with Agree
10% of individuals responded with Disagree
3% of individuals responded with Strongly Disagree
189 individuals responded to this question, 3 individuals skipped this question

5. I received VR services in a timely manner:

47% of individuals responded with Strongly Agree
31% of individuals responded with Agree
12% of individuals responded with Disagree
10% of individuals responded with Strongly Disagree
191 individuals responded to this question, 1 individual skipped this question

6. Based on my experiences, I would recommend the VR program to another person:

56% of individuals responded with Strongly Agree
24% of individuals responded with Agree
13% of individuals responded with Disagree
7% of individuals responded with Strongly Disagree
191 individuals responded to this question, 1 individual skipped this question

7. I am open to being contacted regarding my experiences in the VR program:

63% of individuals responded with Yes
37% of individuals responded with No
190 individuals responded to this question, 2 individuals skipped this question

The average hourly wage of cases closed with employment (Status 26)

SFY 2020 - \$13.92
SFY 2021 - \$15.28
SFY 2022 - \$16.69

RSA Offices
Region I Office
AZ Relay 711

RSA Administration Office
1789 W. Jefferson Street
Phoenix, AZ 85007
602-542-3332

Region I Administration Office
3221 N. 16th Street, Suite 200
Phoenix, AZ 85016
602-266-9206

19th Avenue Office
11420 N. 19th Avenue
Phoenix, AZ 85029
602-774-9430

16th Street Office
3221 N. 16th Street, Suite 200
Phoenix, AZ 85016
602-266-6752

Avondale Office
290 E. Canado Blvd.
Avondale, AZ 85323
602-771-6680

Chandler/Mesa Office
125 E. Elliot Road
Chandler, AZ 85225
602-771-6500

Chandler/Gilbert
125 E. Elliot Road
Chandler, AZ 85225
602-771-5949

Chandler/Tempe
125 E. Elliot Road
Chandler, AZ 85225
602-771-5949

Van Buren Office
3425 E. Van Buren Street, Suite 102
Phoenix, AZ 85008
602-774-9149

Surprise Office
11526 W. Bell Road
Surprise, AZ 85378
602-771-1850

Cottonwood Office
1500 E. Cherry Street, Suite H
Cottonwood, AZ 86326
928-649-6873

Union Hills Office
3150 E. Union Hills Drive
Phoenix, AZ 85050
480-387-5330

Washington Office
5328 E. Washington Street, Bldg. C
Phoenix, AZ 85034
602-470-1802

Flagstaff Office
1701 N. 4th Street
Flagstaff, AZ 86004
928-779-4147

Show Low Office
2500 E. Cooley Street, Suite 410
Show Low, AZ 85901
928-532-4300

Prescott Valley Office
3262 Bob Drive, Suite 12
Prescott Valley, AZ 86314
928-759-1654

Kingman Office
2400 Airway Avenue
Kingman, AZ 86401
928-753-5105

Bullhead City Office
2601 Highway 95
Bullhead City, AZ 86442
928-704-7726

Lake Havasu Office
2031 Spawr Circle Lake
Havasu City, AZ 86403
928-854-0377

Globe Office
605 S. 7th Street
Globe, AZ 85501
928-425-3101

Apache Junction Office
11518 E. Apache Trail, Suite 110
Apache Junction, AZ 85120
480-983-0427

Payson Office
216 E. State Highway
Payson, AZ 85541
928-468-9829

Page Office
1057 Vista Ave.
Page, AZ 86040
928-645-8103

Pinetop Office
20 E. White Mountain Blvd., Suite C-1
Pinetop, AZ 85929
928-532-4300

Region II Offices

Administration Office
400 W. Congress, Suite 420
Tucson, AZ 85701
520-628-6810

Alvernon East/TSW Office
1455 S. Alvernon Way, Suite 201
Tucson, AZ 85711
520-872-9070

Ina Road Office
2255 West Ina Road
Tucson, AZ 85741
520-544-8618

District Park Avenue Office
4760 S. Park Avenue
Tucson, AZ 85714
520-638-2390

Yuma Office
1800 E. Palo Verde Street
Yuma, AZ 85364
928-247-8880

Casa Grande Office
401 N. Marshall Street
Casa Grande, AZ 85122
520-426-3529

Coolidge Office
1155 N. Arizona Boulevard
Coolidge, AZ 85128
520-723-5351

Benson Office
595 S. Dragoon Street
Benson, AZ 85602
520-586-8331

Douglas Office
615 E. 2nd Street
Douglas, AZ 85607
520-364-4446

Nogales Office
610 N. Morley Avenue
Nogales, AZ 85621
520-375-8010

Safford Office
333 N. 8th Avenue
Safford, AZ 85261
928-428-3005

Sierra Vista Office
2600 E. Wilcox
Sierra Vista, AZ 85635
520-458-9303

Region III Offices

OIB Central
3443 N. Central Avenue, Suite 110
Phoenix, AZ 85012
602-266-9286

SBVID Chandler
125 E. Elliot Road
Chandler, AZ 85225
480-851-6186

OIB Coolidge
1155 N. Arizona Boulevard
Coolidge, AZ 85128
520-510-5380

SBVID Flagstaff
1701 N. 4th Street
Flagstaff, AZ 86004
928-522-3834

OIB Tucson
1455 S. Alvernon Way, Suite 201
Tucson, AZ 85711
520-308-7993

SBVID Prescott Valley
3262 Bob Drive, Suite 12
Prescott Valley, AZ 86314
928-458-4059

SBVID 19th Avenue
11420 N. 19th Avenue
Phoenix, AZ 85029
480-356-0932

SBVID Yuma
1800 E. Palo Verde Street
Yuma, AZ 85364
928-247-8880

SBVID Park Avenue
4760 S. Park Avenue
Tucson, AZ 85714
520-306-1695

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3425 E. Van Buren, Suite 102
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602-774-9103

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3443 N. Central Avenue, Suite 101
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480-910-7446